

**Sample Planning Process Timeline:
Integrated Service Delivery**

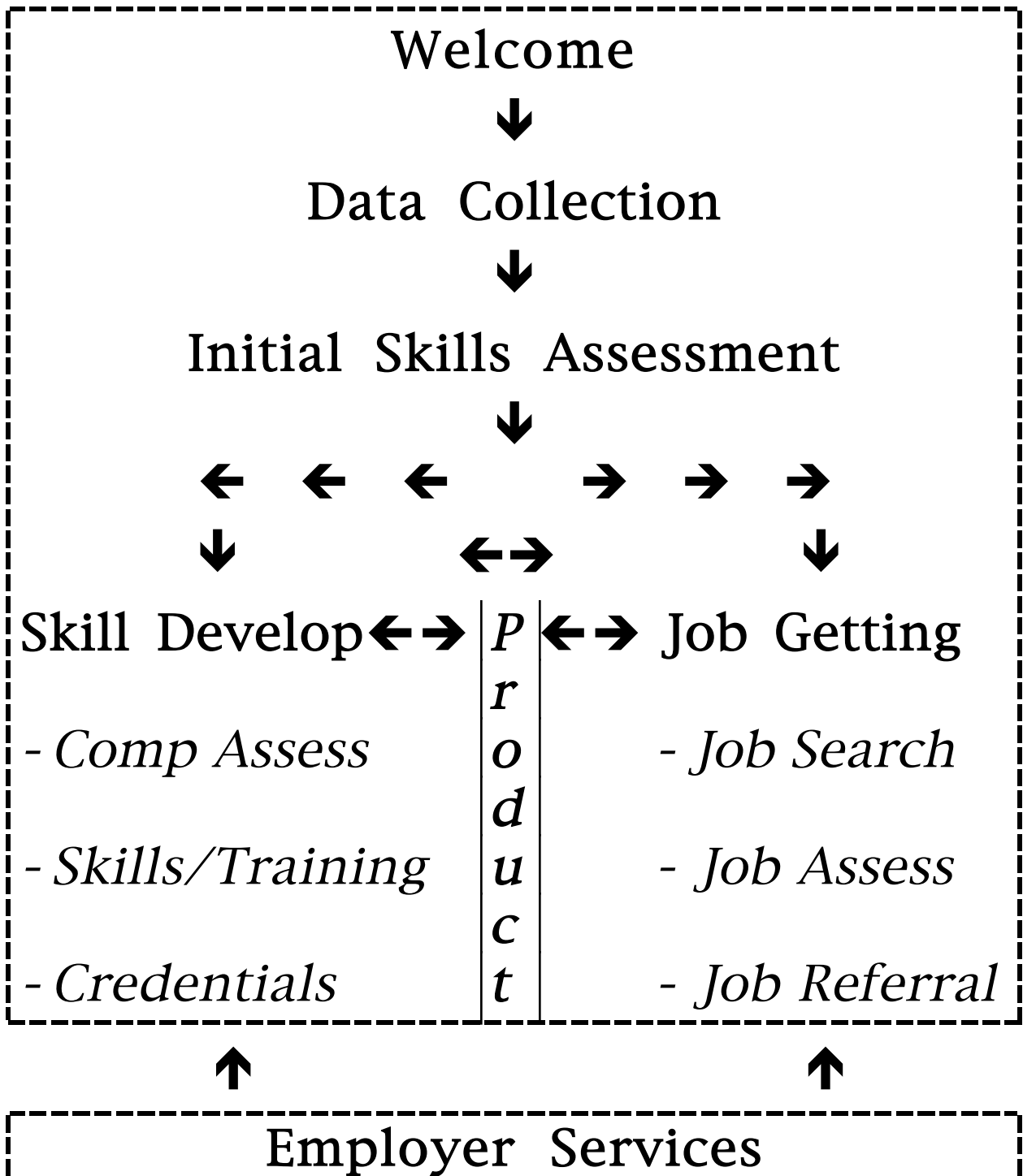
What	Who/Steps	When
Leadership Team		
Name Leadership Team		
Define Regional Operator Role		
Design Integrated Org Chart		
Design Parameters		
Identify/Validate Demand Drives		
Review State Policy and Framework		
Adopt Vision; Rationale; Principles; Metrics		
Collect/Study Models		
Determine Scope (Ctrs/Satellites)		
How Include: UI; TAA; Vets; Youth(?)		

Customer Flow		
Design Customer Flow		
Collect Customer Data/Impact		
Identify Functional Teams		
Decide if Cross-Center Teams: (Tracker?; Employer?; Product?)		
Decide Skill Assessment Tool		
Functional Teams		
Name Functional Team Leaders		
Draft Team Purposes and Team Member Job Descriptions		
Inventory Available Staff		
Name Team Members		
Build New Teams		

Parameters, Design, and Team Membership to All Staff		
Communicate Continuously		
Schedule All Staff Meeting/s		
Initiate Functional Team Development of Procedures		
Procedures Manual		
Development by Functional Teams		
Identify Who Writes		
Design Procedural Manual Template		
Schedule First Draft/Final		
Revise Local Policies		

Support the Launch		
Redesign Space and Ensure Tools		
Populate the Product Box		
Amend Contracts for New Design and Procedures		
Train: Teams; Data; Function; Procedure Celebrate		
Conduct Dress Rehearsals		
Plan First Wk/Months' Support		
Set Expectations; Improvement		
Launch: 7/1/08!		

Integrated Customer Flow



DWD Policy 2007-20; 11/15/07: Indiana's Integration Policy

1. Leadership and Management

- Leadership Team
- Functional Supervision
- Cross-Trained Staff

2. Shared Customer Pool

3. Integrated Customer Flow

4. Functional Units:

- Welcome
- Skills/Employment
- Employer Services

5. Prompt Service

6. Service Plans

7. Marketing and Branding

8. Product Line